

Operations Coordinator

Municipality of Brockton

Task List

Summary: Provides support to the Director of Operations and Operations department including road infrastructure, water/wastewater, solid waste and landfill functions and related GIS data. The main function is to provide progressive and professional administrative assistance to ensure excellent customer service to internal and external stakeholders. Works with various members of the Senior Management team assisting the Director with coordination of project implementation, administrative activities related communications, health & safety, administration, procurement, policy, GIS and asset management coordination and strategic alignment. Assists the Director of Operations & CFO with coordination of Cemetery administration & operations, and daily operational response and reporting.

Location: Brockton

Class: Full-time, 35 hours per week

Department: Administration

Reports To: Director of Operations

Remote Work: Maybe available for this position

Last Updated: April 2026

Supervision: N/A

Tasks:

Administration

1. Serves as the primary point of contact for departmental inquiries, responding or escalating matters as appropriate.
2. Coordinates and administers procurement activities including RFQs, RFTs, RFPs, contracts, consultant agreements, electronic bidding, and procurement documentation in accordance with municipal policies, while providing procurement guidance and support to staff, consultants, and vendors.
3. Liaises with external stakeholders including legal firms, consultants, engineers, and agencies to coordinate documentation and information requests.
4. Assists with grant application data preparation, reporting, and compliance requirements.
5. Supports departmental communications including website content, social media, public notices, newsletters, and media materials.
6. Coordinates staff training programs, departmental records management, and assists with the development of policies and procedures.
7. Administers payroll-related documentation and timesheet processing for Operations staff in collaboration with Payroll.
8. Ensures regulatory reports and public documents are maintained and accessible as required.
9. Creates online forms and accessible departmental documents.
10. Assists leadership with confidential administrative matters while maintaining professionalism and discretion.
11. Acts as Committee Secretary for assigned committees, including agenda preparation and minute taking.

12. Assists with the development, implementation, and reporting of corporate plans, business plans, work plans, service standards, and continuous improvement initiatives.
13. Supports office administration, health and safety coordination, and departmental operational needs.
14. Provides front counter and phone coverage as required and acts as a professional representative of the Operations Department.

Operations & Data

15. Assists with Operations Department programs and initiatives including waste diversion, recycling, hazardous waste, civic numbering, and Adopt-a-Road programs.
16. Coordinates equipment sales and disposal processes through online auction platforms.
17. Maintains public service notices including road closures, service disruptions, and municipal updates.
18. Provides backup support for landfill administration, including financial processing and reporting.
19. Tracks and reports waste diversion statistics, annual reports, and energy audit information.
20. Completes infrastructure locate requests through Ontario One Call for water and sewer services.
21. Supports GIS data management and asset management initiatives for the Operations Department.
22. Assists with budgeting, forecasting, financial monitoring, and integration with municipal software systems.
23. Assists with contractor scheduling, tender preparation, stakeholder meetings, and project coordination.
24. Supports departmental compliance with regulatory approvals, documentation, and reporting requirements.
25. Coordinates approvals for construction and maintenance projects with regulatory agencies and governing bodies.
26. Identifies opportunities to improve departmental processes, efficiencies, and software utilization.

Cemetery

27. Maintains and updates municipal cemetery records, databases, and documentation systems, including maintaining records and agreements for abandoned cemeteries.
28. Coordinates the sale of cemetery plots, cremation plots, and columbarium niches, including invoicing support.
29. Coordinates interments and grave openings with the Cemetery Caretaker.
30. Assists with genealogical and cemetery-related public inquiries and research requests.
31. Supports cemetery projects, research initiatives, by-law updates, and coordination with regulatory agencies and external organizations.
32. Prepares and distributes annual cemetery licensing documentation.

Other

33. Provides backup for Burial Permits as required.
34. Assists in establishing, maintaining and achieving goals, objectives and work plans.
35. Remains current on and adheres to Municipality of Brockton policies and procedures.

36. Performs work in compliance with health and safety legislation, policies, and procedures
37. Performs other related tasks as assigned by Management

Education/Experience/Skills

1. Post-secondary degree or diploma in Civil Engineering, Business Administration, Public Administration, or a related field.
2. Experience in municipal administration, operations, or public works is considered an asset.
3. Proficiency in Microsoft Office applications, including Excel, Word, PowerPoint, and Publisher, with experience using GIS software such as ArcGIS.
4. Experience with website maintenance, social media platforms, and municipal software systems (e.g., Keystone, FileHold) is considered an asset.
5. Project Management certification or related experience is considered an asset.
6. Strong organizational, time management, and multitasking skills with the ability to adapt to changing priorities while maintaining accuracy.
7. Excellent verbal, written, and interpersonal communication skills.
8. Demonstrated ability to work collaboratively across departments and maintain positive working relationships with internal and external stakeholders.
9. Ability to exercise tact, discretion, and professionalism when handling confidential or sensitive matters.
10. Knowledge of roles and responsibilities under the Occupational Health and Safety Act.
11. Self-motivated, confident, and able to work effectively under pressure and meet deadlines.
12. Ability to work flexible hours outside normal business hours, as required.
13. Valid Class G Driver's Licence

Physical Effort and Working Conditions

1. Work is primarily performed in a standard office environment with minimal exposure to hazards.
2. Occasional fieldwork may be required, involving exposure to varying weather conditions, uneven terrain, and traffic-related hazards.
3. The position requires sustained concentration, attention to detail, and the ability to analyze and interpret information from multiple sources.
4. Ability to manage competing priorities, frequent interruptions, and tight deadlines in a fast-paced environment.
5. Requires problem-solving, research, and analytical skills to address operational and administrative issues.
6. Regular interaction with internal and external stakeholders requires professionalism, tact, and effective communication skills.
7. Flexibility in working hours is required, including attendance at evening meetings and occasional on-site project meetings.

8. Regularly required to prioritize and manage a variable workload with changing demands.
9. Requires prolonged use of computers and standard office equipment requiring manual dexterity.
10. Work is generally performed in a low-risk environment with standard occupational health and safety precautions.